

# NISHCHAYA DHEER

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## JOB OBJECTIVE

To progress my career by joining a growing organization, sharing my 27 years of vast experience, focusing & moving forward with the growth / development of the organization.

## EDUCATION

- 1994 – 1995  
Hotel & Restaurant Management ( 2 year diploma ), Algonquin College Of Applied Arts, Ottawa, Canada.
- 1990 – 1993  
Bachelors Degree of Applied Arts, Economics, Political Science & English, University Delhi, India.

## SPECIAL TRAINING/ CERTIFICATION

- Certified Hospitality Supervisor (Supervisory Course), American Hotel Motel Association, Ottawa, Canada.
- Catering Management, Algonquin College Of Applied Arts, Ottawa, Canada.
- Server Intervention Program, Liquor Research Foundation Certificate, Ottawa, Canada.
- National Sanitation Training, Canadian Restaurant & Food Service Certificate, Ottawa, Canada.
- “Train the Trainer” Jumeirah International, Dubai, UAE.
- Internal Quality Reviewers Course (ISO), QED Professional Management Consultants, Dubai, UAE.
- Security Manager’s Training by Security Industry Regulatory Agency (SIRA), Government of Dubai (Accredited Course by City Guilds U.K.).

## COMPUTER/SOFTWARE

- Well versed with Hogatex, Fidelio, HIS System, Prologic, I.D.S, Infogenesis & various other existing Micro Software Packages.

## WORK EXPERIENCE

### **Xclusive Group of Hotels, Dubai, UAE**

#### **Group General Manager (January 2012 – Present)**

Reporting to CEO / Board of Directors

- Started “Xclusive Hospitality” as Co-Founder in 2007 for the owners in Dubai, UAE, **“A challenge in its own”**.
- Headed the operations of four upscale Properties in Dubai (three properties under umbrella of Xclusive & one property as **Park Inn By Radisson** which was over seen till 2018 as owners Representative).
- Sourcing, negotiating, finalising proposals with building owners, handling directly new upcoming properties / projects in vision to expand & develop Xclusive Group.
- Leading the team on the entire works to start a new property including Architects, contractors, interiors, equipment, government related procedures etc.
- Directly responsible in liasoning all related government activities related to the company operations.
- Actively involved in networking with all top company clients including Corporate Houses, Travel Trade Partners, Financial institutions who support the company, Local Sponsors & Landlords.
- Prepared & presented various forecasted reports & budgets along with Group Financial Controller as requested by CEO / Board of Directors.
- Participate / Advise Board of Directors in new investments / ventures but also propose / implement strategies in vision for maximising profitability of present investments.
- Responsible Directly for Profitaility & Growth of the company.
- Actively Leading Sales & Marketing team not only to exceed the group forecasts & budgets but also promote, enhance the business by various promotional activites.
- Continiously achieved 90 % - 94 % average occupancy year to date in all the properties.
- Received a **“Travelor’s Choice Award 2012, 2013, 2015” & “Certificate of Excellence Award 2017, 2018, 2019”** from Trip Advisor for different Xclusive Properties.
- Actively involved with Human Resources Team in Recruitment, Selecting & Developing employee / candidate by encouraging trainings in vision of maximizing job satisfaction and retention of the employee.

#### **General Manager – Operations & Projects (August 2006 – December 2011)- Promoted to Group General Manager**

Reporting to CEO

- Started above mentioned company as (**Co-Founder**) and establishing first project, a deluxe hotel apartment for owners in centre town of Dubai, **“A challenge in its own”**.
- Handled & Sourced new property / project to add to the company profile.
- Managed & co-ordinated the entire works to start a new property including Architects, contractors, interiors, equipment, government related procedures etc.

- Recruited & Developed a team for present Xclusive Hotel & Apartments, keeping in mind for the future projects.
- Established company policies & procedures related to human resources, keeping in mind Training as top priority.
- Managed directly the entire Branding of the company **“Xclusive”** including implementation of marketing Strategies, hotel colaterals & promotional materials keeping view to give a image of upscale preferred name for business & leisure traveller.
- Co-ordinated & Established standards, services keeping in view to exceed guest expectation, winning loyalty and bringing repeat guests in future.
- Prepared various forecasted reports & Budgets with Financial Controller as requested by owners related to projects and future operations.
- Responsible Directly for Profit & Loss of the company.
- Achieved average 66% occupancy in first month of opening the present property and consequently took the average monthly occupancy level to 96 %.
- Implemented procedures in all departments to achieve low operating costs and maximising hotel revenue in future.
- Handled & Negotiating all Contracts / purchasing with suppliers.

## **Pars International Hotel (101 Rooms, 4 star deluxe hotel), Juffair, Kingdom of Bahrain**

### **General Manager ( January 2006 – August 2006 )**

Reporting to Managing Director.

- Managed 101 rooms & 7 Food & Beverage Outlets with close co ordination with all departmental HOD'S. Also handled Furnished Apartments & Travel Agency owned by Managing Director.
- Increased the average occupancy by 25 %-30 % more and produced high revenue in 2 months of time. Major contribution to this increase was developing corporate business.
- Stream lined strategies of selling rooms and increased average rate by 15 –20 %.
- Introduced Food Beverage promotions and developed new food menu with chef and beverage promotions by increasing 40 % of revenue in first 2 months.
- Implemented various strategies to increase the publicity of **“PARS”** by giving image of upscale and preferred hotel in Bahrain.
- Prepared yearly budgets along with all HOD's and coached them to execute and meet targets following monthly P&L.
- Restructured, stream lined all department to achieve low operating costs and maximising hotel revenue.
- Established Standards & Services to exceed the international customer expectation.
- Enhanced facilities in Recreation & Health Club.
- Developed new Hotel Colaterals and promotional materials.
- Created promotions, events, sales strategies towards increasing of the revenue along with Sales Team.
- Re-established Human resources & training department for the hotel. Developed various staff policies, facilities to enhance staff satisfaction.
- Refurbished and handled personally opening of new additional restaurant.
- Negotiated & handled contractors, suppliers for various purchases.

## **Chelsea Group Of Hotels, Dubai, UAE**

### **Rooms Division Manager (February 2005 – January 2006)**

□ Reporting to General Manager.

- Managed inventory of 281 of Chelsea Tower (Furnished & serviced apartments) & assisted for 102 units of Chelsea Hotel which is a mix of Rooms & Suits.
- Handled daily day to day operations of Rooms with close co ordination with Owners & Sr. Management.
- Restructured & stream lined Front Office, Housekeeping, Laundry, Security & Health Club.
- Established Standards & Services to exceed the international customer expectation.
- Reduced & controlled the cost of rooms department to increase over all revenue of Company.
- Enhanced facilities in Recreation, Health Club & Gift Shop (managed by company) in order to generate higher revenue.
- Created promotions, events, sales strategies towards increasing of the revenue along with Sales Director.

Handling new hotel projects in terms of rooms side for the Company in Dubai.

## **Le Meridien Jaipur (120 Rooms), Jaipur, Rajasthan, India**

### **Rooms Division Manager ( February 2004 –December 2004)**

**Sent as Task Force on a special assignment to restructure, set up, Front of the House, Housekeeping, Engineering, Security & Health Club-Spa function smoothly.**

Reporting to General Manager.

- Installed, Configured & Trained staff on Fidelio as per Le Meridien Standards.
- Stream lined co-ordination between Front Office & Housekeeping department. Assisted housekeeper to complete room snagging and set up the rooms as per standards.
- Re-organized & Supervised re-installation of Siemens EPABX System.
- Implemented cashing procedure to get error free cashing.
- Trained staff & Implemented Moments, Frequent Flyer program.

## **Le Meridien ( 250 Room Hotel ), Tashkent, Uzbekistan**

### **Front Office Manager ( March 2003 till January 2004 )**

**Joined as Task Force pre opening team member assigned by Le Meridien Regional Office to set up Front Office & Health Club.**

Reporting to General Manager.

- Recruiting of staff and training them for opening the Hotel.
- Setting up the Front Office & Health Club department.

- Implementing standard operating procedures & formats.
- Training staff in fidelio.
- Setting up room configuration & Fidelio with Revenue Manager as per the standards.
- Responsible for overall guest satisfaction, seeking a Total Quality Approach.
- Ensuring optimum utilization of resources with a view of maximizing departmental profitability.
- Go on sales calls along with sales department.
- Looked after Revenue Department in absence of Revenue Manager.

## **Le Royal Meridien ( 500 Room Hotel ), Dubai, U.A.E**

### **Reception Manager ( October 2002 till March 2003 )**

Reporting to Front Desk Manager.

Responsible for the operations of front office.

- Supervision of front desk staff & butlers for the Royal Tower Floors.
- Working towards maximising profits and reducing / controlling costs.
- Preparing & achieving monthly & yearly budgets.
- Maintaining par stocks & equipment inventory for butler services.
- Work in co-ordination with other departments of hotel to provide ultimate Royal Treatment to the guest.
- Ensuring Smooth operation & working towards maximising revenue during sold out position.
- Liaising with Sales, Credit Department & Travel Agencies to ensure smooth operations.
- Working closely with Front Office Manager & other Department Heads to set Standards & Procedures.

## **Burj Al Arab ( 202 Suites Hotel ), Dubai, U.A.E**

***September 1999 till October 2002***

### **Guest Service Manager, Operations (April 2001 –October 2002)**

Reporting to Director Guest Services.

Responsible for the operation for the Guest Service spread over 21 Guest Floors & Lobby.

- Supervision of 51 Guest Services Team members
- Responsible for preparing weekly scheduling of entire Team.
- Work in close co-ordination with senior management, Guest Service Team.
- Handling & solving complaints as per guest satisfaction daily basis.
- Maintaining close liaison with the other departments of the hotel.

### **Guest Service Manager, Butler Services ( June 2000 – April 2001 )**

Sent on Deputation to Butler Services, Reporting to Director Of Guest Services.

Responsible for the operations of the Butler Services spread over 21 Guest Floors:

- A Selected Candidate to streamline & merge Butlers into Guest Services.
- Supervision of team of 65 Butlers.
- Implementation & maintaining “ Burj Al Arab “ suite & service standards synonymous with world class standards.
- Maintaining inventory of 449 Private Bars.
- Purchasing & maintaining par stocks of various Operational Equipment and Guest Amenities.
- Responsible for preparing weekly scheduling of entire Butler Service.
- Organizing & conducting training sessions to enhance service & quality standards.

**Guest Services Manager (Sep 1999 – June 2000)**

**Joined as Pre Opening Team Member**

Reporting to Senior Guest Services Manager.

Responsible for the operation for the Guest Service spread over 21 Guest Floors & Lobby.

- Contributed in Establishing Standard Operating Procedures & Formats.
- Conducted intensive training in pre opening and there after in post opening stages.

**Radisson Hotel (256 Room Hotel), New Delhi, India**  
**September 1997 till September 1999**

**Lobby Manager (June 1999 – Sep 1999)**

Reporting to Assistant Front Office Manager.

Responsible for the Operation of the Front Desk & Lobby during the shift.

- To represent General Manager & his team in their absence.
- To inspect pre – assigned accommodations for VIP guest ensuring that all rooms setup are prepared according to standards.
- To handle guest inquiries and complaints.
- Handling group check-in & checkouts.
- To deal with incidents or emergency situations concerning the hotel.

**Chief Concierge (Sept 1997 – June 1999)**

**Joined as Pre Opening Team Member.**

Reporting to Front Office Manager.

Responsible of daily operation of Concierge Services.

- Contributed in establishing Standard Operating Procedures & Formats.
- Conducted training of all Front Office staff as coordinator on pre opening.
- Supervision and control of the Bell Desk, Car Valets, Doormen, Airport Representatives.
- Meeting and organizing entire requirements of guests, including providing any requested information, sightseeing arrangements, airport pickups and drops, etc.

**WESTIN Hotel (485 Room Hotel), Ottawa. Canada**  
**August 1994 till June 1997**

**Management Trainee Operations, Housekeeping (Dec 1996 – June 1997)**

Reported to Director of Housekeeping.

Responsible to assist the Director in daily operations of the department.

- Supervision of team of 111 staff members.
- Responsible for preparing weekly schedules.
- Handled payroll, budgeting, purchasing & inventory of the department.
- Maintaining Westin standards.
- Streamlined & maintained daily operation of laundry with team of 18.

**Guest Services Agent, Front Office (Jan 1996 – Dec 1996)**

Reporting to Duty Manager

**Banquet Server (Aug 1994 – Jan 1996)**

Reporting to Banquet Captain

**IMRB (Indian Market Research Bureau), New Delhi, India**

**Freelancer Market Surveyor (March 1993 – Nov 1993)**

**EUREKA FORBES LTD, New Delhi, India**

**Sales Representative (Oct 1992 – Feb 1993)**

**LANGUAGES KNOWN**

- Italian (Moderate)
- Nepalese
- Russian (Moderate)
- Moroccan (Moderate)

**DATE OF BIRTH**

- 23rd June, 1972

**Reference available on request.**